

Late Filing

Dear FCC Commissioners & Staff:

My name is Del Bice and I am the CEO and President of Webbworks, Inc., in Richland, WA. We began business in 1996 and presently have 1,450 customers, most of who live and work in the Tri-Cities, Columbia Basin of Central Washington State, but we also do a fair amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone companies, both monopolies, Qwest and Verizon, do not offer. Services like plain old dialup Internet. In Franklin and Walla Walla Counties, Qwest does not provide even the basics of Internet Access, POTS dialup, let alone DSL or other high-speed options. We offer free in home customer setup, free Internet training classes, free unlimited technical support by a local individual 24/7. We have a store, open 7 days a week, people can actually go into to seek help and assistance and we live in this community and spend ALL our money in this community. We also pay taxes, both locally, in our state and nationally. Since Qwest has no presence in our community they do not. We have more employees=19s in this area than Qwest and our employees, pay taxes, spend money and vote in our community. We also help our local library, senior center, health center, private schools, in fact we provide free access and service to every single non-profit service organization in our region, as well as provide access to and support for the Columbia Basin Free Net and the Columbia Basin Public Information Network. We continue to host all their websites. Neither Verizon nor Qwest has ever involved themselves in the community or provide anything like we do, ever! Of course there is very little a government subsidized monopoly needs to do in a community it 'serves', right?

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from US West. Of course getting phone lines from US West was always a problem, and we frequently lost customers when our modem lines became busy because US West was late delivering phone lines we had ordered well in advance, or was unable to deliver reliable lines that had already been installed. Qwest to this day is being fined on a daily basis by the State of Washington and the WUTC for the horrendous service levels it is achieving (the irony is intended), in Washington State. So in 1997 Webbworks moved across the river and duplicated our operation entirely in Verizon territory. Remember to this day that Verizon and Qwest are monopolies in their respective territories, there is no competition at the Telco level, no CLEC's, they are the only choice, not a choice. Webbworks was forced to setup two operations, within 4 miles of each other, to provide service to a single community of 185,000+ people, because we are too rural, too small, too isolated, for the Big 2 to be interested in providing even the most rudimentary phone services. Ironical, that we are just the type of community that the laws and regulations were designed to protect and benefit, and more ironical that the FCC is about to remove any requirement that these monopolies live up to their current obligations before snatching any hope we in the Tri-Cities and Columbia Basin have of ever getting even the most rudimentary phone services or broadband access. What about holding these monopolies to their promises and current obligations under current laws and regulations, before you remove any more restrictions or requirements? The FCC is proceeding contrary to the will of Congress, the voice of the people of the United States, and might I add to the detriment to the FCC=19s constituents.

Nowadays we have moved on from ordinary phone lines to digital PRI's (Primary Rate ISDN), digital switches instead of modems, dsl terminators, communications servers. Finally after 7 years we now have choice when it comes to our Backbone connections. This has allowed Webbworks to reduce our monthly fee to \$13.75 and offer everyt

Sincerely,

Del Bice
P.O. Box 3066
Richland, WA 99352